



Denver Health Medicaid Choice Member Assignment in the Provider Web Portal

January 2020

In compliance with House Bill 19-1285, the Department of Health Care Policy & Financing (Department) revised its contract arrangement for members enrolled in Denver Health Medicaid Choice. As of January 1, 2020, the Department is contracted directly with Denver Health Medical Plan for these members instead of the previous contract with Colorado Access as the Region 5 Regional Accountable Entity (RAE). This change only affects the approximately 80,000 members enrolled in Denver Health Medicaid Choice; Colorado Access continues to serve as the RAE for all other members in Region 5.

There is no change to how members access physical and behavioral health care or how providers deliver, authorize, or process reimbursement for services.

- Denver Health still administers and reimburses all covered physical health services for members enrolled in Denver Health Medicaid Choice.
- Colorado Access still administers and reimburses all covered behavioral health services for members enrolled in Denver Health Medicaid Choice.

However, this contracting change did alter how members enrolled in Denver Health Medicaid Choice appear in the provider web portal. As in the screen shot below, Denver Health Medical Plan is now listed in the Regional Accountable Entity field.

Figure 1: Provider web portal screen shot of member enrolled in Denver Health Medicaid Choice.

Managed Care Assignment Details				
NPI/MCD	Managed Care Plan	Provider Name	Effective Date	End Date
None/ 16374576	Administrative Service Organization - Dental	ASOD - DENTAQUEST USA INSURANCE CO	01/01/2019	01/31/2019
None/ 23876239	Denver Health Medicaid Choice	DENVER HEALTH MEDICAID CHOICE	01/01/2019	01/31/2019
None/ 99999908	REGIONAL ACCOUNTABLE ENTITY	DENVER HEALTH MEDICAL PLAN	01/01/2019	01/31/2019



Reimbursement for Members Assigned to Denver Health Medicaid Choice

To receive reimbursement for delivering services to members who have managed care assignments with Denver Health Medicaid Choice and Denver Health Medical Plan, providers must be contracted with and bill the appropriate entity:

- Physical health: Providers must be contracted with and submit claims to Denver Health.
- Behavioral health: Providers must be contracted with and submit claims to Colorado Access.

Providers **cannot** request fee-for-service reimbursement through DXC for members who have managed care assignments with Denver Health Medicaid Choice and Denver Health Medical Plan.

For additional information, providers can contact:

- Denver Health Medicaid Choice at 303-602-2116
- Colorado Access at 303-368-0038 or 855-384-7926

Frequently Asked Questions

I see in the Provider Web Portal that a member has Denver Health Medical Plan listed in the Regional Accountable Entity field. Is this correct?

Yes. Beginning Jan. 1, 2020, members enrolled with Denver Health Medicaid Choice now have Denver Health Medical Plan listed in the Regional Accountable Entity field. Denver Health Medical Plan is not a Regional Accountable Entity, but Denver Health Medicaid Choice is now responsible for administering Health First Colorado members' physical health benefits and is partnering with Colorado Access to administer members' behavioral health benefits. This change is due to legislation passed in 2019. You can read the [full text of House Bill 19-1285 on the Colorado General Assembly's website](#).

Is Denver Health a Regional Accountable Entity (RAE)?

No. When providers check Health First Colorado eligibility in the [Provider Web Portal](#), they will see Denver Health Medical Plan listed in the Regional Accountable Entity field. However, Denver Health is not a RAE, but a managed care capitation initiative operating as part of the Accountable Care Collaborative. Denver Health is contracting directly with the Department



of Health Care Policy & Financing to serve Health First Colorado members in accordance with House Bill 19-1285.

Will Colorado Access still be the Regional Accountable Entity for regions 3 and 5?

Yes. Colorado Access still serves as a Regional Accountable Entity in Region 3 and Region 5, for any members not enrolled in Denver Health Medicaid Choice.

How can I tell if someone is assigned to Denver Health Medicaid Choice when I am checking someone's Health First Colorado eligibility?

Members assigned to Denver Health Medicaid Choice will have two Managed Care Plans listed on the Managed Care Assignment Details table (see Figure 1 above): Denver Health Medicaid Choice and Regional Accountable Entity. While Denver Health is technically not a Regional Accountable Entity, Denver Health Medical Plan is listed in the Regional Accountable Entity field for members assigned to Denver Health Medicaid Choice.

Who do I bill when a member is assigned to Denver Health Medicaid Choice?

For physical health services, providers must bill Denver Health.

For behavioral health services, providers must bill Colorado Access.

Providers **cannot** request fee-for-service reimbursement through DXC for members who have managed care assignments with Denver Health Medicaid Choice and Denver Health Medical Plan.

Do I need to re-credential or re-enroll as a Health First Colorado provider because of this change? Is there any other paperwork I need to complete or anyone I need to notify?

No. Current providers credentialed and contracted with both Denver Health and Colorado Access should not have to do anything differently.



Will Denver Health Medicaid Choice physical or behavioral provider networks change Jan. 1, 2020?

No, the network providers will remain the same as they were before Jan. 1, 2020. Members assigned to Denver Health Medicaid Choice should not experience any issues with seeing providers they have seen in the past.

How will Health First Colorado members be affected?

Members are not going to be affected by the recent contracting changes. Members assigned to Denver Health Medicaid Choice will get care in the same way and from the same providers they had before.

I am a behavioral health provider. Where should I send claims?

Behavioral health providers should send claims to Colorado Access for reimbursement.

Will Health First Colorado members assigned to Denver Health Medicaid Choice have to do anything differently to access ongoing behavioral health services after Jan. 1, 2020?

No, they still are getting behavioral health services from Colorado Access. Their member experience should not change from what they did before January 1, 2020.

Will Denver Health Medicaid Choice patients have to change behavioral health care providers?

No, the same providers will be available.

How can Denver Health Medicaid Choice patients find a behavioral health provider?

They can either call Denver Health Medicaid Choice at 303-602-2116 for assistance or call Colorado Access at 303-368-0038 or 855-384-7926. Both entities will be able to help the member find the appropriate care.

Who do I contact for more information and additional questions?

Providers should contact Denver Health Medicaid Choice at 303-602-2116 with questions. If providers have specific questions regarding behavioral health services, they should contact Colorado Access at 303-368-0038 or 855-384-7926.

